

CALVIN L. SCHUSTER, M.D.  
346 WEST CAROB AVENUE  
REEDLEY, CALIFORNIA 93654  
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January 4, 2013

Re: *Notification of Privacy Breach*

Dear [Patient],

The security, confidentiality, integrity and privacy of patient personal information are highly valued at our office. Unfortunately, we are writing you because of a recent theft. Our office received notice on Monday, November 5, 2012, that there had been a burglary and that an office computer had been stolen, which contained patient personal information. A police report was filed with the Reedley Policy Department. Regrettably, the stolen property has not yet been recovered.

It is our belief that a proactive approach to potential privacy breaches is in the best interest of all parties involved. Based on our internal review and the sensitivity of the information involved, we believe written notice to you is required at this time. This letter is written to provide notification to you of a potential unauthorized access and disclosure of your personal information, which may have included the following elements:

Full Name,  
Date of Birth; and  
Medical Information.

Our office is continuing to internally review the matter so that we can better understand the nature of the breach and how we may assist in mitigating potential harm and protect against potential breaches. The following are recommended steps you may take at this time:

- **Place a Fraud Alert on Your Credit Report.** Call the toll-free numbers of any one of the three (3) major credit bureaus to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureaus confirms your fraud alert, the other two (2) credit bureaus will automatically be notified to place alerts on your credit report, and all three (3) reports will be sent to you free of charge. The credit bureaus' contact information are as follows:
  - **Equifax:** 1-800-525-6285, [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, Georgia 30374-0241
  - **Experian:** 1-888-Experian (397-3741); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, Texas, 75013
  - **TransUnion:** 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, California 92834-6790

- **Order Your Credit Reports.** After you have placed a fraud alert on your credit report, you should request a free copy of your credit report. When you receive your credit report, you should examine it closely to ensure that it is accurate and determine whether there are any signs of fraud or identity theft (e.g., credit accounts that are not yours).
- **Contact Your Bank.** Even if there has been no suspicious activity on your credit reports, you should contact your bank and alert them of the incident. Different banks have proactive methods of preventing fraudulent transactions before they occur.
- **Continue to Monitor Your Credit Reports.** You should continue to monitor your credit reports to ensure that it is accurate and determine whether there are any signs of fraud or identity theft.
- **Contact the Local Police or Sheriff's Office.** If you find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.
- **Contact the Federal Trade Commission and Review Website Information for Additional Recommended Action.** The Federal Trade Commission (FTC) website contains important additional information that can further assist you in protecting your identity and credit.
  - FTC at [www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft); 1-877-IDTHEFT (1-877-438-4338); TTY 1-866-653-4261.
- **Contact the Internal Revenue Service Identity Protection Unit.** You may contact the Internal Revenue Service Identity Protection Unit (IRSIPU) and file an Identity Theft Affidavit notifying them that you have been the victim or a potential victim of identity theft and requesting that they mark your account to identify any questionable activity. The Internal Revenue Service Identity Protection Unit can be contacted at the following:
  - IRSIPU at [www.irs.gov/privacy/article/0,,id=186436,00.html](http://www.irs.gov/privacy/article/0,,id=186436,00.html) or call 1-800-908-4490.

As an additional measure to protect your personal information, we would like to offer you free daily credit monitoring for six (6) months to track all three credit reporting agencies: Experian, TransUnion and Equifax. This will enable you to detect potential criminal activity involving your accounts immediately. If you are interested in receiving such services, please contact our office at the number listed below. Again we apologize for any inconvenience you may experience as a result of this incident. If you have any questions, please do not hesitate to contact Claudia Garcia at: 1-855-638-1443.

Sincerely,

*Calvin L. Schuster*

Calvin L. Schuster, M.D.

Potential Breach at the Office of Calvin L. Schuster, M.D.

Dr. Calvin L. Schuster confirmed a potential breach of certain limited protected health information when a company computer was recently stolen from Dr. Schuster's office, located at 346 West Carob Avenue, Reedley, California 93654. "Although there was very little patient personal information on the stolen computer, it does appear that it may have included the full names, dates of birth, and limited medical information of approximately 532 individuals," accordingly to the spokesperson. "Most of the information contained on the computer was unrelated to any patients and was not financial in nature."

The theft was discovered on Monday, November 5, 2012, and was immediately reported to the Reedley Police Department. It is not believed that the desktop computer was stolen specifically for its data. Additionally, the computer had certain technical safeguards in place at the time of the theft which may have prevented access to the data that was stored on the computer. Nevertheless, out of an abundance of caution, Dr. Schuster has notified those patients that may have been affected and has offered credit monitoring services to those potentially affected patients. For further information regarding this incident, please contact Dr. Schuster's office at: 1-855-638-1443.